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**SHARING OF VOICE-SWITCHED NETWORK AND  
INTERNET RESOURCES FOR INTELLIGENT  
SESSION PROCESSING**

**ABSTRACT OF THE DISCLOSURE**

A method and a system for connecting a call to an agent that is connected to disparate telecommunications networks. A query is received from one of the disparate telecommunications networks regarding an availability of an agent for receiving a call. The availability of each of a plurality of agents is determined, and an agent is selected. Routing instructions are determined for routing the call from the telecommunications network from which the query was received to the selected agent. The query is then responded to by communicating the determined availability of the agent and the routing instructions to the telecommunications network from which the query was received using SS7 signaling.